From:	Rellen Hayes
To:	Tucker-Potter, Stacy
Cc:	Hughes, Ernie
Subject:	Directory Project Announcement
Date:	Monday, May 20, 2019 1:35:22 PM
Attachments:	Announcement Examples from Clients.zip PCI Logos.zip Client FAQ for Website.doc

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Hi Stacy,

I'm so sorry that you were unable to attend our project start call today. I will be sending you 3 follow-up emails from my call with Ernie. This first one is on creating a project announcement. The other two emails will be on the data deliverables and marketing deliverables. Once you've had a chance to review the emails, I'd be happy to schedule a call at a time that is convenient for you to go over the details. Just let me know what time works for you.

Here is some information to help you publish a project announcement.

- **Creating an Announcement and FAQ Page**
  - Feel free to borrow language from some of our other client's announcements.
    - Examples in attached zip folder
  - An FAQ document has been created for your project. Review and modify as necessary.
    - FAQ document attached
- **Benefits of an Announcement and FAQ Page**
  - We **highly** recommend that our clients send out an announcement about the project (via website posting, email blast, newsletter and/or magazine) and create an FAQ page.
  - An announcement and FAQ page will *reduce* the number of questions/calls to your office when the project is launched.

If you ever have any questions throughout the project, please don't hesitate to call or email me anytime.

Best regards,

Rellen

Rellen Hayes
Publishing Concepts | Account Manager
Proud PCI Associate since 2014

T: 972.728.3687
E: rhayes@publishingconcepts.com
www.publishingconcepts.com

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workforce drives higher overall client satisfaction.

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